


City of St. Charles Position Description 	Position Title	Administrative Assistant		
	Department	Finance	Division	Utility Billing
			Section	
	Full/Part Time	Part Time (PM)	Union	Non-Union
	Reports to	Utility Billing Division Manager	Positions Supervised	None
	FLSA Status	Non-Exempt	Salary Grade	L

Position Description Overview

This position, under the general supervision of the Utility Billing Division Manager, is responsible for applying clerical and customer service skills to provide assistance to the department and residents. This position involves significant public contact both in person and on the phone in which information is exchanged or payment is negotiated.

Essential Job Functions

Standard

1. Take personal responsibility to provide exceptional customer service in order to promote and maintain a positive City image, constructive working environment, and foster pride and professionalism in the workplace and community.
2. Adhere to all departmental and City safety policies.
3. Consistent attendance and punctuality is required.

Position-Specific

1. Provide general clerical support duties as requested and directed by supervisor by:
 - Collecting, scanning, and balancing utility payments for posting;
 - Processing deposits, parking tickets, and investigating returned mail;
 - Communicating with customers and staff in a timely, accurate, and professional manner;
 - Copying, stuffing envelopes, distributing office documents and mail, preparing routine correspondence, and various other miscellaneous duties;
 - Processing returned checks and sending disconnect notices as well as warning letters or deposit requests when appropriate;
 - Accepting payments, providing customer service, and setting payment agreements with customers; and
 - Balancing drawer daily.
2. Maintain and purge office files.
3. Proof various reports for accuracy.
4. Maintain supply appropriate supply levels of divisional office supplies such as paper, envelopes, forms, and pens.

5. Update utility billing system information based on evaluation and investigation of mail returned by post office; re-mailing returned items as necessary to the correct address.
6. Maintain refuse supplies and order when needed.

Additional Job Functions

Standard

1. Contribute to a positive group environment by:
 - Complying with all safety policies, practices, and procedures, and reporting all unsafe activities to supervisor and/or Human Resources.
 - Participating in proactive team efforts to achieve departmental and City-wide goals;
 - Assisting other co-workers on special projects as required; and
 - Providing leadership to others through example and by sharing knowledge and skills.
2. Perform other duties as required or assigned.

Position-Specific

1. Primary back up for other Utility Billing Administrative Assistant.
2. Back up for phone calls and payment collection at counter.
3. Send correspondence when needed, including disconnect notices and warning letters.
4. Submit voter's registration to county and mail Senior RTA reduced fare applications.
5. Provide coverage and perform other duties to cover for other division members.

Basic Requirements

For successful performance in this position, the incumbent will need to demonstrate the following:

Knowledge	<i>Standard</i> <ol style="list-style-type: none"> 1. Intermediate computer skills including knowledge of Microsoft Office Applications, electronic mail, record keeping, database activity, and word processing.
	<i>Position-Specific</i> <ol style="list-style-type: none"> 1. Knowledge of standard cash handling practices including ability to make change without a cash register.
Skills	<i>Standard</i> <ol style="list-style-type: none"> 1. Effective interpersonal communication skills for interaction with elected and appointed officials, employees, agencies, other governmental units, and the public. 2. Excellent file maintenance and organizational skills.

	<p><i>Position-Specific</i></p> <ol style="list-style-type: none"> 1. General Direction: receive very general guidance with respect to overall objectives; work is usually quite independent of others; operate within division or department policy guidelines using independent judgment in achieving assigned objectives.
Abilities	<p><i>Standard</i></p> <ol style="list-style-type: none"> 1. Demonstrated ability to handle confidential material and information in an ethical, professional manner. 2. Demonstrated ability to handle multiple tasks simultaneously, in a timely manner, and with minimal supervision. 3. Demonstrated ability to perform basic mathematical calculations, including the ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals, and to compute percentages. 4. Ability to function under general supervision and operate within policy guidelines using independent judgment in achieving assigned objectives. 5. Ability and willingness to receive, handle, and complete confidential submissions, records, reports, and data with utmost honesty, integrity, and confidentiality. 6. Ability to collect, logically organize, and interpret information provided in verbal, written, and diagram form, and to make appropriate decisions or recommendations within the scope of position responsibilities. 7. Ability to speak and communicate clearly in an office environment. 8. Ability to speak effectively before groups of customers or employees. 9. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. 10. Ability to compose routine correspondence and reports in a clear, concise, logical, and effective manner, utilizing proper grammar, spelling, punctuation, sentence structure, and tone. 11. Ability to accurately proofread and edit documents for correct grammar, spelling, sentence structure, punctuation, tone, and content. 12. Ability to type 40 words per minute. 13. Possession of a valid driver's license.
	<p><i>Position-Specific</i></p> <ol style="list-style-type: none"> 1. Ability to use telephone, copier, fax machine, 10-key adding machines, and postage machine.
Education & Experience	<ol style="list-style-type: none"> 1. High school diploma or equivalent required. 2. Minimum of one (1) year of experience. 3. National Incident Management System (NIMS) training as required. 4. Any equivalent combination of experience and education that provides the

	required knowledge, skills, and abilities.
Physical/ Environmental Demands	<p><i>Standard</i></p> <p>Light physical activity performing non-strenuous daily activities of a productive/technical nature at moderate noise levels in a well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation, including:</p> <ol style="list-style-type: none"> 1. Physical ability to sit, stand, walk, climb, balance, stoop, kneel or crouch. 2. Physical ability to reach items with arms and hands and manual dexterity and fine motor skills sufficient to perform all essential and additional job functions and basic requirements listed above. 3. Physical ability to hear ordinary conversation, such as questions from residents, as well as other sounds, such as the telephone ringing, etc. 4. Ability to see close, at a distance, and with peripheral vision as well as to adjust vision focus.
	<p><i>Position-Specific</i></p> <ol style="list-style-type: none"> 1. Ability to frequently stand from a seated position, walk to the counter, and then return to a seated position at desk.

Position Description Acknowledgement

Position Title

Administrative Assistant-UB-PM

Revised/Updated

7/19/16

I understand that nothing in this position description restricts this organization's right to assign or reassign duties and responsibilities to this job at any time. I also understand that this position description reflects the assignment of essential job functions; it does not prescribe nor restrict the tasks that may be assigned. I further understand that this position description may be subject to change at any time due to reasonable accommodation or other reasons.

I have reviewed this document and discussed its contents with my supervisor and I fully understand the nature and purpose of this position description and its related duties.

Employee

Date

Supervisor

Date

Human Resources

Date